

City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Communications Supervisor
Class Code Number	

General Statement of Duties

Oversees and participates in the daily operations and functions of the Communications Center; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee and participate in the daily operations and functions of the Communications Center. The work is performed under the supervision and direction of higher level staff as assigned, but considerable leeway is granted for the exercise of independent judgement and initiative. Direct supervision is exercised over assigned personnel. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Oversees and participates in the daily operations and functions of the Communications Center, including planning, prioritizing, assigning, and reviewing the work of assigned staff;
- Supervises staff, including motivating and evaluating personnel, participating with staff in correcting deficiencies, and recommending and implementing disciplinary actions;
- Participates in the selection of staff; assigns work schedules to provide for adequate staffing for every shift; provides and/or coordinates staff training, including overseeing the dispatcher training program;
- Assists in the development and implementation of goals, objectives, policies, procedures and work standards for the department, including recommending improvements;

- Receives emergency service calls from the public, including determining nature and location of emergency, prioritizing calls for service prior to dispatching emergency units, and providing medical instructions to callers reporting medical problems;
- Assists in department projects as assigned;
- Participates in the Department's annual budgetary process, including monitoring expenditures, and overseeing the purchase of day to day operational supplies;
- Acts as the Communications Manager in his/her absence;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Thorough knowledge of applicable Federal, State, and local laws, codes, and regulations, including but not limited to Penal, Vehicle, and Health and Safety Codes and regulations, and standard EMD protocols;
- Thorough knowledge of computers and equipment utilized in computer-aided dispatch systems;
- Thorough knowledge of communication system rules and regulations governing the operations for radio transmitting and receiving;
- Thorough knowledge of the principles of supervision, training, and performance evaluations;
- Thorough knowledge of modern office functions and non-dispatch equipment operations;
- Thorough knowledge of the geography of the City of Eureka;
- Ability to react effectively under stress and emergency conditions and maintain professionalism in radio transmissions;
- Ability to efficiently operate all required public safety telecommunications equipment;
- Ability to effectively manage time, prioritize and demonstrate multiple task orientation;
- Ability to exercise sound, independent judgement, and work independently with minimal supervision;
- Ability to assist in preparing and administering a divisional budget;
- Ability to effectively supervise, train and evaluate the work of others;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;

- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- High School graduation or equivalent;
- Three years experience as a Communications Dispatcher, including at least one year lead or supervisory experience.

Required Special Qualifications

- May require a valid Class C California State Driver's license;
- Post Public Safety Dispatcher Certificate;
- CPR Certification;
- Medical Priority Emergency Medical Dispatcher Certification;
- AS400 experience;
- Successful completion of POST Communications Training Officer course;
- DOJ CLETS trainer;
- Other certification(s) specific to functional areas of assignment may be required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.